


GREENVILLE POLICE DEPARTMENT POLICY AND PROCEDURES MANUAL		
Chapter 81	Communications	
Date Initially Effective 11/30/94	By The Order Of:  Hassan Aden, Chief of Police	
Date Revised 07/30/13	Date Reissued 07/30/13	Page 1 of 11

81.1.1 COMMUNICATIONS FUNCTION

CALEA Standard: 81.1.1, 81.1.2, 81.2.1, 81.2.2, 81.2.3, 81.2.10

The function of the Communications System is to satisfy the immediate needs of the Greenville Police Department in effectively serving the public. The Communications System conveys information from the public to the Greenville Police Department through telecommunicators stationed in the Communications Center. The Greenville Police Department's primary source of communication is through two-way radio over the VIPER radio system.

The Greenville Police Department Communications Center is a component of the Greenville Police Department. The Communications Center is staffed by four shifts. A lead telecommunicator and three telecommunicators are assigned to each shift and are under the command of the Community Services Supervisor. Minimum staffing for the Communications Center is three telecommunicators. Community Service Clerks are under the command of the Community Services Supervisor and the Community Services Supervisor reports directly to the Logistics Division Commander.

Operations of the Communications Center

The GREENVILLE POLICE DEPARTMENT COMMUNICATIONS CENTER PROCEDURES MANUAL is the written directive establishing procedures for performing telephone, radio, and automated data communications. Greenville Police Department telecommunicators shall have access to this manual at all times.

The Greenville Police Department provides 24-hour; toll-free telephone access to the Communications Center through enhanced 911 lines from the Pitt County 911 Center in addition to a 911-computer link. This feature ensures that incoming emergency calls do not receive a busy signal.

The Greenville Police Department provides 24-hour, telephone access to the Communications Center through a published, non-emergency telephone number and toll-free access via the 911 emergency lines. Calls received to the main incoming telephone number are rolled over to a sequence of additional lines when the listed number is busy.

The 911 emergency telephone number is displayed prominently in the telephone directory and is displayed on all marked patrol vehicles. The non-emergency number is displayed on all marked vehicles.

The Communications Center has 24-hour, two-way radio capability providing continuous communication between the Communications Center and police officers on duty. The COMMUNICATIONS CENTER PROCEDURES MANUAL contains the procedures for switching to the backup communication system. All Greenville Police Department radio operations are conducted in accordance with Federal Communications Commission (FCC) rules and regulations, procedures, and requirements. The Greenville Police Department Radio Communications System is engineered to produce 12 decibels or greater SINAD

ratio to the radio receivers in 95% of the Department's service area. All FCC licensing is maintained by the North Carolina State Highway Patrol.

The Communications Center shall be responsible for the following functions to include:

Radio and Telephone Communications

- Dispatching police officers to calls for service
- Monitoring radio traffic
- Answering requests from officers for information
- Answering requests for emergency assistance from police officers in the field
- Coordinating communications between police officers in the field
- Receiving calls for service
- Using of the 911 system
- Operating of DCI/NCIC terminals
- Monitoring automated communications with other agencies
- Dispatching police officers to alarms as necessary

Telecommunicator Responsibilities

A detailed Telecommunicator job description shall be maintained in the Communications Manual and kept available for review by all Communications Center personnel. The Greenville Police Department Telecommunicator responsibilities shall include:

- Operating two-way radios to maintain contact with police officers and other law enforcement agencies
- Dispatching police officers, Animal Control, Code Enforcement and Parking Enforcement to calls for service
- Operating the Computer Aided Dispatch (CAD) system
- Routinely checking with police officers to determine their status and to see if additional backup is necessary
- Providing information concerning the location of residences, businesses and streets.
- Operating computer terminals connected with the Division of Criminal Information (DCI), National Crime Information Center (NCIC), North Carolina Warrant Repository (NCAWARE), and the National Law Enforcement Telecommunications System (NLETS)
- Operating computer terminal connected with Pitt County 911 data base
- Monitoring building security systems, cameras, and alarms.
- Answer all incoming crime stoppers calls

81.1.2 CALLS FOR SERVICE/COMPUTER AIDED DISPATCH (SOP 81-1-2)

CALEA Standard: 81.2.3, 81.2.4

Calls for service are entered and recorded in the CAD System. A call number is automatically assigned to each call for service by the CAD system. The date and time are automatically generated when a Call for Service is entered. All calls for service are also entered in the New World system and New World automatically performs a search to verify the address is a valid City of Greenville address. New World automatically displays either a verified screen, a partial match screen, or a screen indicating no match was found for the address entered. Telecommunicators who enter an address that will not automatically verify shall ensure that the address for that call is verified as soon as possible. Telecommunicators shall gather sufficient information from the caller in consideration of police officer safety and in anticipating conditions to be encountered at the scene. The telecommunicator shall follow the established questions on the CAD Call Taker Screen. Additional questions may be asked as the telecommunicator determines necessary. The COMMUNICATIONS CENTER PROCEDURE MANUAL and SOP 81-1-2, Attachment A provide

additional instruction concerning the telecommunicators' responsibilities when obtaining information relative to calls for service.

When a police officer is dispatched or responds to backup the primary police officer on a call, a CAD System entry shall be made under the same call number. The entry shall indicate the police officer dispatched as the first responding officer as well as any backup officers dispatched.

The police officer(s) shall notify the Communications Center upon the arrival at the scene and the telecommunicator shall make an entry in the CAD System on the time of arrival. The police officer shall notify the Communications Center upon completion of the call and return to service. The telecommunicator shall make an entry in the CAD System of the police officer's return to service. A permanent record of the status of police officers while they are out of service is retained through the CAD System.

Police radio Channel 2 shall be used by police officers for administrative purposes.

When police officers conduct activities that are not a call for service, the police officer shall notify communications and the telecommunicator shall update the officer's status.

81.1.3 RADIO COMMUNICATIONS (SOP 81.1.2)

CALEA Standard: 81.2.5

The Greenville Police Department is licensed to broadcast official police communications in compliance with rules and regulations by the Federal Communications Commission. The Greenville Police Department uses clear speech and the Ten-Signal Code to conduct radio communications between police officers and the Communications Center and with other law enforcement agencies in the general area.

Dispatching Units

The Communications Center is responsible for selecting and dispatching police officers to calls for service. SOP 81-1-2 provides more specific information on screening, prioritizing, and dispatching calls for service. Generally this is accomplished using a Computer Aided Dispatch System, which selects the officer to be dispatched. However, telecommunicators should consider each police officer's availability, duties, and special skills when dispatching calls for service. The dispatching of a police officer carries the authority of an order. To facilitate effective dispatching and minimize response time, police officers will remain in their assigned districts until directed by the Communications Center or the on-duty supervisor. A supervisor may countermand or modify the dispatching of a police officer. Enabling officers to self-dispatch silently and electronically will reduce the amount of radio traffic. However, telecommunicators shall not utilize the self-dispatching function in situations that would compromise officer safety as the sole method of transmitting the call. SOP 41.2.1 provides more specific information on the use of Self-Dispatching.

Police officers are assigned and can be identified by permanent radio call numbers. Platoon supervisors will advise the Communications Center of the name, call number, and district assignment of each police officer under their command prior to the beginning of each platoon's tour of duty.

The Communications Center shall call for specific police officer(s) and shall expect that the police officer(s) acknowledges the transmission. Police officers should not acknowledge radio transmissions intended for other police officers. A police officer that is closer to the location of a call for service than the assigned police officer should notify the Communications Center. The call for service may be reassigned to the closer police officer.

Radio Communication Access

Police officers shall be provided with the means for constant radio communication through use of portable transceivers. All enforcement personnel shall be assigned a portable transceiver. In addition, each marked police vehicle shall be equipped with an in car mobile radio.

A police officer that is not dispatched to a call for service, but responds to the call, shall inform the Communications Center of the response. Police officers that have knowledge or pertinent information about a pending call for service should transmit the information to the Communications Center so the telecommunicator can dispatch additional police officers if necessary.

Police officers responding to calls for service, or supervisors, may direct the Communications Center to dispatch additional police officers as determined necessary.

Radio Procedures

Police officers shall report to the Communications Center by radio:

- When beginning and ending their tour of duty
- Upon arrival at the scene of an incident
- Upon arrival and completion of extra-duty assignments
- Before leaving their patrol cars for other duties
- When making vehicle stops (as outlined in Greenville Police Department Policy and Procedures Manual, Chapter 61, Traffic)
- When making pedestrian/suspicious person stops
- When becoming unavailable for service
- When returning to service

81.1.4 ACCESS TO RESOURCES**CALEA Standard: 81.2.5**

The Communications Center shall at all times have immediate access to:

- The duty roster, to include patrol supervisors and the names and unit numbers all police officers on duty and their assignments
- The personnel roster, to include the names, residential addresses and both work and residential telephone numbers of all Department personnel

The Communications Center shall have, immediately available to on-duty telecommunicators, a listing of telephone numbers for emergency service agencies. Current maps, showing the service area and district for each police officer are also kept visually available to all telecommunicators.

External Resources

Upon request, Communications Center personnel shall utilize the telephone numbers posted in the Communications Center for contacting and utilizing necessary services external to the Greenville Police Department.

Communications Center personnel shall utilize the rotation logbook located in the Communications Center when requesting a wrecker unless directed otherwise. If the rotation log is not used to request a wrecker, the Communications Center personnel should indicate the reason when entering wrecker dispatch information into the CAD system. (For Example: Owner's Request, or Wrecker On-Scene)

Communications Center personnel should not be utilized to procure cabs for individuals except as follows:

- When an individual has been the victim or witness of a crime, and a cab would be part of any assistance provided to them on that basis

- When an individual is stranded and has no other means of contacting a cab for emergency transportation
- When it is necessary to contact a cab, the Communications Center personnel should contact the first available cab company located in the telephone directory. The name of the cab company should be entered into the CAD system when recording the dispatch information.
- Communications Center personnel should utilize the telephone numbers posted in the Communications Center when contacting other agencies such as the N.C. Department of Transportation, or Greenville Utilities.

Police Officer Status Indicators

Police officer status indicators are constantly displayed on the telecommunicators' CAD status screen. By monitoring the police officer status indicators, telecommunicators should know where and how long each police officer has been out on a call for service and which units/officers are available to receive calls for service.

Tactical Dispatching Plans

The COMMUNICATIONS CENTER PROCEDURES MANUAL shall contain tactical plans that outline Communications Center dispatching procedures for emergency situations and tactical operations. The Communications Center will maintain a copy of the CITY OF GREENVILLE EMERGENCY MANAGEMENT PLAN that outlines various Department responsibilities and lists the names of key personnel to contact during a disaster or emergency situation.

Emergency Response Team (ERT Situation)

In high-risk situations where the ERT has been dispatched, the Communications Center will remain the coordination point until such time a tactical on-scene command post can be established. Most ERT communications will be conducted on a separate frequency.

Emergency Radio Procedures

Radio traffic on certain frequencies may be restricted or moved to other frequencies as needed. During emergency situations the Field Operations Bureau Commander or the Platoon Commander may restrict the types of calls for service that the Police Department will respond to. The telecommunicators shall be responsible for informing the Platoon Commander of the volume of pending calls for service. The Platoon Commander shall decide when calls for service will be held and when normal operations will resume.

Emergency Alert and Recall

The Field Operations Bureau Commander or Platoon Commander may initiate an emergency alert and recall of personnel. This would be done to provide additional personnel resources for a major disaster, civil disturbance, or similar emergency situation. The Platoon Commander shall be responsible for informing the Communications Center of the size and scope of the recall. When notified of a recall situation, the Lead Telecommunicator, or the senior telecommunicator in the absence of the Lead Telecommunicator, shall notify the Community Services Supervisor and the Logistics Division Commander, and recall additional telecommunicators as advised. The Platoon Commander shall provide qualified personnel as requested for the Communications Center until the Community Services Supervisor or additional telecommunicators arrive.

Stolen Vehicle Information

The Communications Center shall broadcast verified information about stolen vehicles as soon as the information is received from the police officer conducting the primary investigation and as outlined in the COMMUNICATIONS CENTER PROCEDURES MANUAL. The police officer conducting the primary investigation will be responsible for ensuring that the information about a stolen vehicle is entered into the NCIC/DCI computer network.

81.1.5 COMMUNICATIONS CENTER VICTIM/WITNESS ASSISTANCE

CALEA Standard: 81.2.7

The telecommunicator shall serve as a single point of contact for callers 24-hours a day. Telecommunicators receive incoming calls, obtain essential data, evaluate situations, and initiate appropriate responses. The telecommunicator receiving a call shall determine whether an emergency or non-emergency response is required. The telecommunicator receiving a call shall inform the caller of the Department's response including direct police service and/or referral to other agencies.

Telecommunicators will provide, as necessary, information regarding assistance provided by the Greenville Police Department Special Victims Unit and information concerning referral services through the PITT COUNTY COMMUNITY RESOURCE DIRECTORY to callers in need of assistance beyond the scope of the Greenville Police Department.

Additional information concerning procedures, resources, and personnel responsibilities relative to victims or witnesses is provided in the Greenville Police Department Policy and Procedures Manual, Chapter 55, Section 55.2.2, *Victim Witness Assistance*.

81.1.6 RECORDING PROCEDURES

CALEA Standard: 81.2.8

All telephone lines and radio channels used by the Communications Center for police, fire/rescue, and 911 calls are recorded on network storage. Unrecorded telephone lines and radio channels are not allowed in the Communications Center other than interagency monitoring and the Pitt County Crime Stoppers phone line.

All recorded information is retained on network storage for one year. At the conclusion of the year, the network storage is automatically cleared and begins a new recording.

In the event of a failure of the recording equipment the Community Services Supervisor and Logistics Division Commander shall be notified immediately.

Reviewing Recorded Conversations

Information contained on the network storage can be reviewed by using the multi-channel playback software located on the computer in the Community Services Supervisor's office. Review of the information contained on the network storage shall be in accordance with the following procedures:

- Information contained on the network storage is provided for Greenville Police Department personnel in conjunction with official business.
- Requests to review information contained on the network storage shall be forwarded to the Community Services Supervisor through an Audio Extract Form.
- The Community Services Supervisor upon receiving the request shall provide the requested information through a wave file or by transferring the information to a compact disc.
- Requests from the media or the public shall be referred to the Public Information Officer.

Immediate Playback Capability

The Communications Center has immediate playback capabilities by using software that is installed on a computer located at each console. The telecommunications consoles record each radio and telephone conversation and allows for immediate playback to assist telecommunicators in the event a message is missed or misunderstood.

81.1.7 COOPERATION WITH OTHER COMMUNICATION SYSTEMS

CALEA Standard: 81.2.9, 81.2.11, 81.2.12, 81.2.13

The Greenville Police Department recognizes the importance of obtaining and sharing information with other agencies. The effectiveness of crime prevention, intervention, and investigative efforts depends heavily upon the quality and timeliness of information resources. Therefore this Department supports and participates in the following:

Statewide Criminal Investigations System

The Greenville Police Department participates in the North Carolina Division of Criminal Information system.

Access to Information Systems

The Greenville Police Department has access to local, state, and federal Criminal Justice Information Systems by means of the Department of Criminal Information (DCI), National Law Enforcement Telecommunications Systems (NLETS), National Criminal Information Center (NCIC), North Carolina Warrant Repository "NCAWARE", Pitt County 911 Data Base, and the Computer-Aided Dispatch (CAD) System.

Radio Systems

The Greenville Police Department Communications Center has access to the statewide law enforcement mutual aid radio system through the North Carolina State Highway Patrol VIPER trunked radio system.

Emergency Notifications

Emergency notification calls shall be handled as calls for service. Procedures for accepting and delivering emergency messages shall be outlined in the COMMUNICATIONS CENTER PROCEDURES MANUAL. The Greenville Police Department shall make notifications to the appropriate person(s) to deliver messages in the event of:

- Death
- Serious injury
- Emergency situations

Misdirected Emergency Calls

In the event the Communications Center receives a call for service that should be directed to another police or fire department, it should be determined first if the call is an emergency. If the call is not an emergency, the caller is given the correct agency's phone number. If an emergency telephone call is misdirected, the telecommunicator shall remain on the line with the caller and a second telecommunicator shall contact the correct agency. Once the correct agency is contacted, the telecommunicator on line with the caller shall connect the caller and the correct agency by means of a conference call.

Private Security Alarms

The Greenville Police Department shall respond to private security alarms within its jurisdiction. Communications Center personnel should dispatch no less than two police officers to respond to all alarm calls unless exigent circumstances exist. The COMMUNICATIONS CENTER PROCEDURES MANUAL and SOP 41-5-5 shall contain additional specific procedures for dispatching police officers to alarm calls.

81.1.8 TELE-SERVE PROCEDURES

CALEA Standard: 82.2.5

When a telecommunicator screens an incoming call for service and determines the call can be handled by tele-serve, the call shall be entered into the CAD, and the caller advised that a tele-serve operator will return the call as soon as possible. If the caller requests a police officer to respond, the telecommunicator shall dispatch a police officer to the call for service. In the event the call is such that I.D. work may be needed then the caller should be made aware of this information. An officer should be dispatched unless, the caller declines to have an officer respond for I.D. work, or a supervisor makes a decision to not have an officer respond. This information shall be included on any supplements or incidents that are completed.

Tele-serve may be used in the following instances:

- Crime reports outlined in this directive
- Citizen requests for information and advice
- Giving information to police officers
- Reporting problems that require police attention at a later time.

A call for service may be handled by tele-serve if it is determined that all of the following circumstances exist:

- There are no suspects on the scene
- There are no witnesses at the scene to be interviewed, other than the caller
- The incident is not in progress
- There are no injuries
- There is no threat of imminent danger or injury to the caller
- Physical evidence does not appear obvious to the caller
- The immediate presence of a police officer at the scene will not increase the chances of resolving the problem or solving the crime
- The citizen is receptive to accepting police services by telephone

The following categories of criminal offenses may be handled by tele-serve:

- Anonymous, harassing, and threatening telephone calls
- Motor vehicle theft
- Larcenies (including shoplifting and gas drive-offs)
- Simple assaults
- Damage to property
- Information reports
- Supplemental reports

When processing a tele-serve call for service, the tele-serve operator will complete the appropriate incident or supplemental reports. If sufficient suspect or suspect vehicle information is available, it will be forwarded to the Communications Center and broadcast to all police officers. The tele-serve operator will inform the caller of the necessary information required to obtain a copy of the report from the Greenville Police Department.

If the tele-serve operator is certified, then the tele-serve operator shall be responsible for entering serial numbers of stolen items into the NCIC computer network. In the event, the tele-serve operator is not certified then the tele-serve operator shall provide communications the serial numbers of stolen items for entry in the NCIC computer network. The tele-serve operator shall attach the NCIC entry printout to the incident or supplemental report.

If the tele-serve operator determines that a police officer should respond to the scene the following procedures shall apply:

- The tele-serve operator shall direct the Communications Center to dispatch a police officer to the scene
- The tele-serve operator shall complete the incident report via tele-serve.

- The tele-serve operator shall inform the caller that a police officer is en route to the scene.
- The police officer dispatched to the scene will complete a supplemental report.
- The tele-serve operator will inform the caller of the necessary information required to obtain a copy of the incident report from the Greenville Police Department.

When exigent circumstances exist, the on-duty supervisor has the discretion to use the tele-serve function for calls for service not addressed in this directive.

81.1.9 EMERGENCY FIRST AID

CALEA Standard: 81.2.14

Police Department personnel are not authorized to provide emergency first aid instructions over the telephone or radio. Employees shall maintain telephone contact with the caller until Pitt County 911 is notified and the caller is connected with 911.

81.1.10 COMMUNICATIONS CENTER SECURITY

CALEA Standard: 81.3.1, 81.3.2, 81.3.3, 81.3.4

Facility Security Measures

It is important that the public have access to Communications personnel in both emergency and non-emergency situations. The capability to maintain communication in all situations dictates that security measures be implemented to protect communications personnel, facilities, and equipment, back-up power sources, transmission lines, and antennas. Therefore, the Greenville Police Department shall adhere to the following security measures and procedures.

Measures for Limiting Access

The Communications Center is a restricted access area and must be secure at all times. The COMMUNICATIONS CENTER PROCEDURES MANUAL shall contain a list of person having authorized access to the Communications Center. Personnel not listed as authorized, may enter for official business at the direction of an on-duty supervisor. Authorized persons who enter the Communications Center shall leave promptly upon completion of business. The Chief of Police shall authorize access to the Communications Center.

Measure for Protecting Equipment

The doors to the Communications Center are to remain locked at all times. The door locks are controlled by Communications personnel. Security systems, cameras, and alarms shall monitor the building and grounds at all times. The Communications Center shall be equipped with viewers to display the camera images. All alarm systems throughout the building shall be monitored by the Communications Center. Should an alarm become activated, the activation shall be indicated in the Communications Center.

The Greenville Police Department operates on the VIPER trunked radio system owned and maintained by the North Carolina State Highway Patrol. The North Carolina State Highway Patrol is a CALEA accredited agency.

Measures for Providing and Securing Backup Resources

The Greenville Police Department alternate power source generator is automatically activated as a backup resource in the event regular power sources are disabled. The generator is located behind the Police Department building and is physically protected from tampering or vandalism by enclosed steel housing with locked access panels. The generator is a part of the grounds under surveillance and is

viewed on the monitors in the Communications Center. In an emergency, when the alternate power source generator is activated, the On-duty Patrol Platoon Supervisor will be responsible for providing additional security to the generator by posting a guard at the generator.

In the event of a primary power failure, emergency power for the Greenville Police Department critical load is supplied by the uninterrupted power source (UPS), until the emergency generator comes on-line and assumes the load. The UPS is housed in the Communications Center and is protected by the security measures already in place for the Communications Center. This is an automatic operation and requires no action from the telecommunicator.

The City of Greenville Emergency Management Plan and this directive require that the backup communication equipment be tested on a weekly basis to ensure it operates as needed in emergency conditions. An automatic exerciser is installed on the generator. On a weekly basis, the automatic exerciser activates the generator for periods not less than thirty minutes in length which is monitored by Greenville Utilities Commission. An enunciator located within the Communications Center alerts personnel to the testing of the generator and in the event of a malfunction, the Greenville Utilities Commission notifies the Greenville Police Department Communications Center. Regular maintenance is also performed on the generator by the City of Greenville's Public Works Department. The Logistics Division Commander or designee shall document any notice of problems on the Weekly Facility Inspection Report.

Separating Emergency/Non-Emergency Calls

The emergency telephone number for the Greenville Police Department is 911. 911 shall not be used for incoming administrative or outgoing telephone calls.

The Communications Center maintains emergency telephone lines to facilitate contact from all citizens within its jurisdiction. The Communications Center maintains separate phone lines for administrative and non-emergency use. The number 329-3937, comes into the Greenville Police Department Communications Center on a rotary system. If the primary line is busy, the call automatically switches to the next available line. This feature ensures that incoming emergency calls dialed to 329-3937 do not receive a busy signal.

Multi-Channel Capabilities

In order to provide the proper coordination and deployment of resources in times of emergencies such as riots, fires, and natural disasters, the Greenville Police Department's mobile and portable radio equipment has operational capability for two-way communications with other law enforcement through the VIPER trunked radio system and patch-through capability with other public service organizations.

Evacuation Procedures for Telecommunications Center

In the event there is a fire alarm activation or bomb threat in the Police/Fire Rescue Headquarters Building, all personnel will be evacuated. Communications Center personnel shall relocate to the Mobile Command Center which shall be located at Greenville Fire and Rescue Station 6. The following procedures will be followed during the evacuation:

- Upon notification of a bomb threat or a confirmed emergency that warrants evacuation, the Communications Center personnel will contact 911 Communications Center and advise that the Greenville Police Department Communications Center is evacuating and have them transfer all calls to the assigned dispatch cell Phone.
- Log off all computers before leaving and inform the on-duty supervisor that Communications Center personnel are leaving the building.
- Send out an alert on all channels to field units advising that Communications Center personnel are relocating to the Mobile Command Center which shall be located at Greenville Fire and Rescue Station 6 and that all non-emergencies lines will be unanswered until the transition is complete.

- One telecommunicator shall handle the incoming 911 phone calls and another telecommunicator shall dispatch using a portable radio during the evacuation process. All portable radios, chargers, and extra batteries are to be taken also.
- Telecommunicators will ensure that the suitcase located in the glass room that contains pens, pads, and other supplies shall be taken prior to evacuating. The key to the Teen Center is located attached to this suitcase.
- For bomb threats, the Chief of Police or on-duty supervisor shall assume command and control and shall be authorized to issue the ALL CLEAR command.

GREENVILLE POLICE DEPARTMENT STANDARD OPERATING PROCEDURES		
81-1-2	Communications: Call Management	
Date Initially Effective 08/01/07	By The Order Of: _____ William J. Anderson, Chief of Police	
Date Revised	Date Reissued	Page 1 of 9

A. PURPOSE

The purpose of this procedure is to provide better service to the citizens of Greenville by making the most effective and efficient use of personnel when prioritizing, dispatching, recording, and responding to calls for service.

B. DISCUSSION

An Alternate Reporting Program and Call Management System establishes a standard method for handling routine calls for service in lieu of an on-scene response by field patrol personnel. This program is intended to increase the availability of proactive patrol through the use of more efficient reporting procedures. Alternative Reporting is available in select crime or incident reporting categories under specific conditions and upon agreement of the citizen. Calls for service will still be dispatched when a citizen requests an officer response.

This directive will also outline appropriate procedures for dispatching calls for service and identify the four levels of call prioritization.

C. SUPERVISION OF ALTERNATE REPORTING PROGRAM AND CALL MANAGEMENT SYSTEM

Field Operations Bureau Supervisors are responsible for the call management and efficient response of personnel during their tour of duty. This includes the planning, organizing, call management, and direction of personnel during their shift, with emphasis on community and problem solving policing. Patrol Supervisors will:

1. Monitor and maintain awareness of all radio communications
2. Maintain a good working knowledge of the Alternative Reporting Program and Call Management System
3. Be cognizant of calls for service that could fall in the Alternative Reporting Program and reassign as needed
4. Maintain awareness of pending calls for service for patrol officers and take appropriate action
5. Monitor pending CAD calls for Information Desk personnel to ensure timely response
6. Upgrade or downgrade call for service priorities as necessary

D. ALTERNATIVE REPORTING PROGRAM

1. Alternative Reporting Criteria
 - a. For an incident to qualify for alternative reporting, the following criteria must be met:

- No Known Suspect or Specific Suspect Description
- No Witnesses
- Incident is Not in Progress
- Likelihood of No Presence of Physical Evidence
- Reporting Party is 16 or Older
- No Reported Physical Injuries
- Complainant is Accepting of the Alternative Reporting Option

b. Call types that may qualify for the Alternative Reporting Program include:

- Damage to Property
- Supplemental Investigations
- Motor Vehicle Theft
- Harassing/Threatening Phone Calls
- Larceny
- Incidents where the victim refuses to prosecute (Excluding Domestic)
- Incidents reported for insurance purposes only
- Forgery
- Found Property
- Identity Theft

2. Alternative Reporting – Communications Center Responsibilities

- a. Determine if a call meets the criteria for Alternative Reporting
- b. Advise caller of the Alternative Reporting option
- c. Once caller chooses Alternative Reporting, transfer the call to Police Information Desk
- d. If a Community Service Technician or Information Desk (Teleserve) personnel are not available, the Telecommunicator will record the pertinent information into CAD and notify the caller that someone will call them back.
- e. The Telecommunicator will try to obtain a time frame as to when the complainant will be available for a return call.
- f. For incidents that involve no suspects, witnesses, or information for follow-up and an incident report is not required (i.e. gas drive-off, lost property), the Telecommunicator will generate a CAD call for service, enter all pertinent information, dispatch themselves to the call, and provide the complainant with the CAD call number.

3. Alternative Reporting – Teleserve/Desk Officer Responsibilities

- a. Teleserve personnel are required to review CAD database to identify pending calls.
- b. Contact with the complainant must be made before the end of the shift.
- c. Teleserve personnel will advise the complainant of procedures to obtain a copy of the report.

4. Alternative Reporting – Criminal Investigations Bureau Responsibilities

It shall be the responsibility of the Property Crimes Sergeant to review teleserve reports and identify crime patterns, trends, or need for additional follow-up actions.

E. DETERMINING CALL PRIORITY

1. Call Prioritization

- a. Uniformed guidelines will be used for the prioritization of calls for police service.

- b. Reports of criminal activity, calls for service, and citizen requests will be handled in the timeliest, efficient, and most effective manner possible.
 - c. The type of assistance required and the service rendered shall be determined and assigned to police personnel by established call criteria.
- 2. Dispatch Criteria – There are seven criteria that will govern the prompt dispatch of a patrol officer. These include:
 - a. Life Threatening Situations/Fear
 - b. Crimes in Progress
 - c. Crime Scene Protection
 - d. Suspect On Scene, Fleeing, or In Close Proximity
 - e. Extensive Property Damage/Loss
 - f. Caller Insists on Immediate Officer Response
 - g. Unusual Circumstances

F. LEVELS OF CALL PRIORITY

Incidents to which a police officer must be dispatched will be given one of four priority levels that will establish the immediacy of dispatch and officer arrival.

1. Priority One – Urgent

Priority One calls must be dispatched immediately or an officer must be rerouted from another assignment or activity. Priority One includes the following call types:

- a. Threat to Life or Serious Injury or Perception of Threat or Fear
- b. Crimes Against Persons (In Progress or Just Occurred)
- c. Injured Persons
- d. Accidents (Possible Personal Injury)
- e. Crimes Against Property (In Progress)
- f. Accidents Involving Traffic Hazard

2. Priority Two – Normal

Priority Two calls are not necessarily of an urgent nature; however, they should be dispatched as soon as possible. Calls in this category usually require fact gathering and result in a written report.

- a. Dispatch within ten (10) minutes
- b. Callers will be advised of the delay and ten minute dispatch time
- c. Calls do not involve a suspect on the scene, injury, immediate threat, or immediate investigation/crime scene control

3. Priority Three – Non-Emergency Response

Priority Three calls include any call for service in which a substantial delay in response would not have an adverse impact on a complainant or police investigation. Such calls require:

- a. Dispatch within thirty (30) minutes
- b. Callers will be advised of the delay and possible thirty minute dispatch time

- c. Calls do not involve a suspect on the scene, injury, immediate threat, or immediate investigation/crime scene control

4. Priority Four – Telephone or Routine Response

Priority Four calls involve requests for information, directions, or complaints that can be handled by routine officer response or over the telephone, unless the caller requests an officer to respond.

- a. Dispatch or telephone complainant prior to end of shift
- b. Callers will be advised of approximate response time & reason for delay

Calls of this nature may include the following:

- Parking Violations
- Traffic Complaints
- Loitering
- Requests for Transportation
- Delivery of Messages
- Officer Initiated Calls
- Tele-serve or Walk-In Complaints

G. PROCEDURES FOR DISPATCHING

1. Priority One Calls - Urgent

- a. The call-taker will immediately forward the call to channel one for instantaneous dispatch.
- b. The call-taker will maintain telephone contact with the reporting person, telling them that an officer has been dispatched, until assistance arrives.
- c. The district officer or closest available officer will be dispatched immediately.
- d. If all officers are busy, dispatch will pull an officer from a lower priority call. The officer will inform the citizen of the need to return at a later time to complete their original call for service.
- e. The call-taker will continue to gather additional pertinent information for channel one to relay to responding officers.

2. Priority Two Calls - Normal

- a. The call-taker will enter a Computer Aided Dispatch (CAD) call for service and route it to the appropriate telecommunicator.
- b. All Priority Two calls will be dispatched within ten (10) minutes of receipt.
- c. The telecommunicator will dispatch the assigned district officer to the call.
- d. If the district officer is unavailable during the ten minute time frame, the officer in the next closest district will be dispatched.
- e. If no officer is available, the patrol supervisor will be notified.
- f. A Priority Two call may be upgraded to a Priority One at anytime by a telecommunicator or supervisor based upon additional information received.

3. Priority Three Calls – Non-Emergency

- a. The call-taker will enter a CAD call for service and route it to the appropriate telecommunicator.
- b. Priority Three calls require dispatch within thirty (30) minutes of receipt.
- c. The telecommunicator will dispatch the assigned district officer to the call.
- d. If the district officer is unavailable during the 30 minute time frame, the officer in the next closest district will be dispatched.
- e. A Priority Three call may be upgraded to a higher priority level at anytime by a telecommunicator or supervisor based upon additional information received.

4. Priority Four Calls – Telephone/Routine Response

- a. May be handled over the telephone if appropriate
- b. May be handled through the Alternative Reporting Program
- c. May be officer initiated, requiring no dispatch

H. SITUATIONS REQUIRING THE DISPATCH OF BACKUP OFFICERS

1. Police Officer(s) Calling for Assistance
2. Crimes in Progress
3. Domestic Disturbances
4. Alarms
5. Calls Involving a Weapon
6. Fights
7. Calls Involving Large Crowds or Loud Parties
8. Request by the Initial Responding Police Officer
9. Supervisor or Telecommunicator Determines Need for Additional Officers

I. ALERT TONES

The Greenville Police Department uses alert tones to advise police officers of important communications broadcasts. Telecommunicators shall adhere to the following procedure when using alert tones:

1. Alert Tone 1 – Used when broadcasting an APB, stolen, wanted, or missing announcements. Alert Tone 1 may also be used when trying to get the attention of an officer who is not responding to the radio.
2. Alert Tone 2 – Only used in emergency situations. Alert Tone 2 will be used when 911 dispatches an emergency police, fire, or EMS call.
3. Alert Tone 3 – Used for Bad Weather Broadcasts